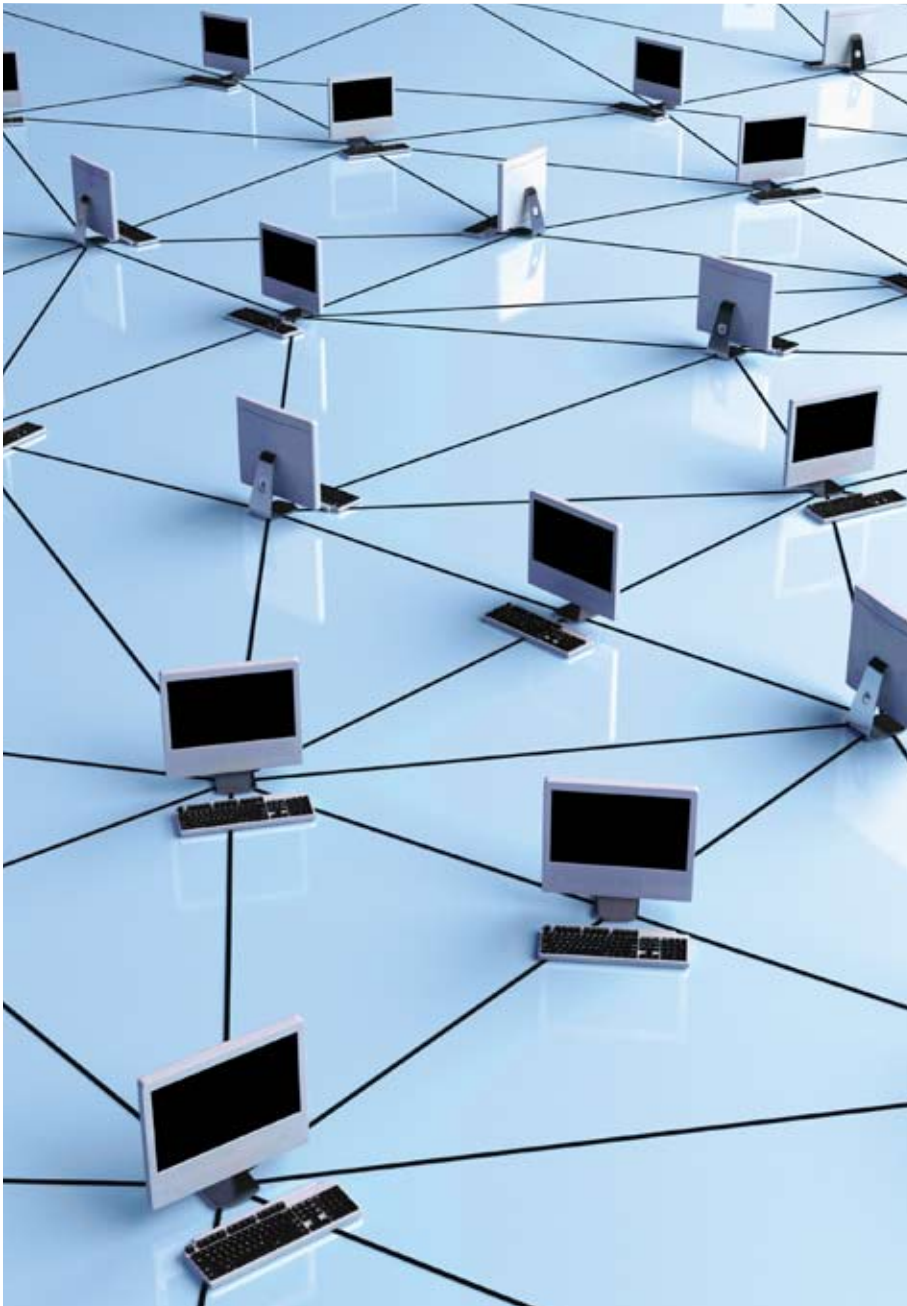


OPTEVIEW® RESOLVE™

Detection, diagnosis,
resolution in a powerful,
real-time solution



Reduce downtime – Diebold's OpteView® Resolve™ is a software solution that enables end-to-end management of the entire network availability cycle.

Accelerate problem resolution – The advanced technology of OpteView Resolve strengthens the entire break/fix process from status notification to problem resolution.

Lower operating costs – Faster failure diagnostics and remote fix capabilities reduce the number of on-site service calls and minimizes the costs associated with downtime.

Enhance network performance – Intelligent data reports enable the development of consistent, repeatable and manageable problem resolution processes, maximizing operational efficiencies. This data can help FIs implement a network strategy based on use indicators.

Available 24/7 – Automated notification and escalation protocols route fault calls to the appropriate contacts, minimizing Automated Teller Machine (ATM) downtime at any time, day or night.

DIEBOLD

INNOVATION DELIVERED®

Strengthen operational efficiencies

In today's business climate, operating with extreme efficiency while delivering consistent customer satisfaction is an ongoing challenge. Diebold has developed OpteView Resolve to deliver a powerful availability management solution that helps strengthen operational efficiencies through comprehensive management of corrective and proactive actions at the self-service channel.

OpteView Resolve takes charge of the entire self-service network availability cycle, boosting uptime and reducing failed customer interactions. Actively and effectively keeping the ATM fleet up and running also enables institutions to deploy new customer-pleasing functionality, creating a more convenient self-service experience.

Availability management in action

Diebold's OpteView Resolve delivers 24/7 ATM status monitoring and notification, remote diagnostics and ATM failure resolution. In a simplified scenario, OpteView Resolve receives a problem status from the ATM. This information—such as the ATM is out of cash—is analyzed and a detailed, unique workflow, based on the details of the specific problem, is built. This workflow enables the right team or system to immediately act, remotely troubleshooting the root cause, diagnosing it and taking immediate corrective action to repair the problem. OpteView Resolve completely automates ATM fleet availability management business processes, preventing the need to perform unnecessary manual actions.

Problem resolution begins within seconds

With OpteView Resolve, when a problem is detected, an automated notification and escalation process immediately routes fault calls to the predetermined contact, reducing incidences of lost or ignored trouble calls. Once the call is received, remote diagnostics can begin within minutes, not hours. These diagnostics determine a root cause analysis that can often enable the terminal to be remotely repaired. If a technician must be dispatched, OpteView Resolve can provide valuable information to the technician, significantly decreasing troubleshooting, repair time and ATM downtime.

Through customer-defined protocols for the escalation process, OpteView Resolve manages the entire break/fix call process, coordinating all tasks within a problem resolution flow that offers consistent, repeatable and manageable resolution processes, providing information for corrective and proactive actions. This capability greatly improves first-time fix rates, while reducing the need for service calls. OpteView Resolve can perform remote diagnostics at any time—not just when there's a problem—so ATMs can undergo "health checks" based on accurate terminal analysis to determine real-time reliability.

Intelligent reports guide business decisions

OpteView Resolve provides a dashboard view of the performance of each terminal within the ATM network, streamlining operations across the self-service channel. Continuously monitoring, recording and storing real-time data, Diebold's solution generates intelligent data reports that provide measurement for all tasks, allowing online management of problems and processes, and analysis tools for process improvement.

Over time and through trend recognition, institutions can transition from an event-driven process to a more efficient, predictive maintenance model. In addition, the development of customized workflows can automate predetermined processes or activities when a specific terminal state is detected, increasing problem-resolution consistency and efficiency. Further helping reduce downtime, predicting ATM malfunctions enables institutions to schedule pre-emptive and non-emergency maintenance.

Customized dashboards

A secure Web interface that streams real-time data, OpteView Resolve provides performance reports in addition to a wide variety of reporting information. A dashboard provides access to trouble ticket summary reports, ATM availability reports and information correlating management and transaction information such as self-service volume, capacity, demand, end-user serviceability and behavior analysis.

Better management, stronger performance

Diebold's OpteView Resolve helps institutions identify, address and resolve ATM problems before they negatively impact customers' self-service interactions, saving time and money. OpteView Resolve is a powerful, customizable, end-to-end availability management solution that helps boost uptime and strengthen operational efficiencies. Through intelligent data reporting based on detailed, real-time information, OpteView Resolve helps institutions make critical business decisions that deliver benefits throughout the self-service channel.

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Litho in U.S.A. File No. 98-158.



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